



November 3, 2005

To: All Participating Bidders

Re: Human Resources/Payroll RFP DGSCO-SI-03-0840-70
General Information Release #001

Additional information and clarification that may be helpful in developing your proposal has been collected and attached for your use. The following general subject matter is provided:

SAP Proposal:

- System Performance
- Teale Data Center Hardware Specification Format and Cost Table VII

SI RFP:

- Prime Contractor Responsibilities
- Post Award Technical Requirements
- Version Control
- Supplemental Technical Infrastructure
- Interactive Voice Response
- Production Operation Requirements

Any questions regarding this General Information Release must be addressed to me at Department of General Services, Technology Acquisitions Section, 707 – 3rd Street, West Sacramento, CA 95605, or Rhonda.Smith@DGS.CA.GOV, telephone number 916-375-4502.

RHONDA SMITH
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Attachment

HUMAN RESOURCES/PAYROLL RFP DGSCO –SI-03-0840-70
GENERAL INFORMATION MEMORANDUM #001

POINTS OF CLARIFICATION

November 3, 2005

1. **Reference:** SAP Proposal, Section V.C.2.

Clarification: There are multiple references to BIS 6.0. Should this reference be BSI 6.0?

Response: Yes

2. **Reference:** SAP Proposal, Section V.C.4., System Performance

Question: What are the state's expectations of the selected SI to configure and tune the hardware and software components to meet or exceed the declared internal response times?

Response: The SI, as the Prime Contractor, has overall responsibility for the management and execution of all project activities. SAP, as a subcontractor to the SI will perform the configuration and tuning of the technical and application architecture initially implemented for the development/test/training and production environments built on the technology SAP proposed as their solution. Once initially implemented SAP must monitor the system on a routine basis and provide guidance and direction to the SI and State in the tuning of the system to achieve the declared optimum performance. The SI is responsible for staffing the project with personnel possessing the skills necessary to perform the on-going system administration activities required to tune the configured SAP application software and the enabling technology to achieve the declared optimum performance.

3. **Reference:** SAP Proposal, Section V.C.4., System Performance

Question: What are the state's expectations of the selected SI to configure and tune the hardware and system software components to meet or exceed the times for batch processing?

Response: The SI, as the Prime Contractor, has the same responsibilities as those described above for the internal response times.

4. **Reference:** SI RFP, Section V.C.1, Prime Contractor Responsibilities

Question: What are the state's expectations of the selected SI to coordinate the installation of all non-supplemental hardware and software components?

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Response: The SI, as the Prime Contractor, has overall responsibility for the management and execution of all project activities. SAP, as a subcontractor to the SI is responsible for guiding and directing DTS's initial installation of the non-supplemental hardware and software hosted at the DTS data center, as well as configure the initial out of the box SAP application.

5. **Reference:** SAP Proposal, Section V.C.5, Proposal Item 26.xii, Teale Data Center Hardware Specification Format; and Cost Table VII-5

Question: There are specification inconsistencies between SAP Exhibit V-E and Cost Table VII-5. Which specifications should be assumed for the SAP proposed technical architecture?

Response: SCO is aware that there are differences between the text descriptions, diagrams, Exhibits, and Cost Tables. The SI Bidder should compare the diagrams and text in response to Proposal Item 26 (i), (iii), (iv); Proposal Item 28; Proposal Item 29, all Exhibit V – E, and Cost Tables VII – 5 and VII – 12. For each environment, use the largest numbers.

Example: SAP provided the following information for the
Development/Test/Training environment:

- SCO Physical Hardware Landscape indicates **1050** GB RAID 1 Disk
- Exhibit V – E indicates **1050** GB RAID 1 Disk
- SCO Test Landscape diagram indicates 650 GB RAID 1 Disk for the 5 LPARS and the SCO Development Landscape diagram indicates 700 GB RAID 1 Disk for the 4 LPARS for a total of **1350** GB RAID 1 Disk for the combined Development/Test/Training environment
- Cost Table V – 5 – One Time Costs indicates **1500** GB RAID 1 Disk
- Cost Table V – 12 – On-Going Costs indicates **1050** GB RAID 1 Disk

The SI Bidder should use 1500 GB RAID 1 Disk for the Development/Test/Training environment as that is the largest number indicated.

6. **Reference:** SI RFP, Section V.D, Post Award Technical Requirements

Question: What is the System Integrator's responsibility to provide project team infrastructure including e-mail, printers, and network?

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Response: The State will provide the project team with e-mail, printers, and a network.

7. **Reference:** SI RFP, Section V.C.5, desirable attributes

Question: What are the SCO's specific, desirable version control methodologies?

Response: SAP proposed Configuration Management and Version Control methodologies and tools. The SI Bidder should indicate which, if any, of the SAP proposed methodologies and tools they elect to utilize. If the SI Bidder chooses to utilize some other methodology and/or tool set, this must be indicated. SCO is requiring the SI Bidder to provide both Configuration Management and Change Control as well as provide the planning, methodology, tools, techniques, and procedures to accomplish both throughout the 21st Century Project Life Cycle. The SI Bidder should propose what they consider best for the 21st Century Project.

8. **Reference:** SI RFP, Section V.D.1, Supplemental Technical Infrastructure Requirements.

Question: For the additional test system, should the SI bid an architecture based on the original, SAP proposed system or the architecture described in the SAP and System Integrator Meeting material under the heading "Security Recommendation / Change to Proposal?"

Response: The 21st Century Project Team did not participate in the SAP/System Integrator (SI) meetings. The SI Bidder should propose any supplemental technical architecture, hardware and/or software they consider best for the 21st Century Project to accomplish all requirements throughout the 21st Century Project Life Cycle.

9. **Reference:** SI RFP, Section V.C.8, Interactive Voice Response (IVR) Requirements.

Question: What IVR physical solution components is the state amenable to host and maintain?

- IVR equipment excluding the IVR application software
- Telephone port equipment physically attached to the IVR hardware
- PBX/ACD equipment and configuration
- Telephony circuits

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Response: The State is amenable to host or maintain the IVR physical solution components at DTS or at other proposed options. Currently, DTS may not have experience in this area.

10. **Reference:** SI RFP, Section V.C.8, Interactive Voice Response (IVR) Requirements.

Question: If the state desires an offsite IVR solution, what are the specific network security requirements for communication between the IVR solution and the SAP platform?

Response: The State requires that all transmissions of confidential and/or sensitive data be encrypted when traveling across external or internal network lines. If a network connection potentially involves the transmission of confidential and/or sensitive data, then encryption is required. The State accepts Secure Socket Layer (SSL) and/or Secure Network Communications (SNC) or the equivalent to secure the transmission of data.

11. **Reference:** SI RFP, Section V.C.8, Interactive Voice Response (IVR) Requirements.

Question: Does the state desire to integrate the IVR system with an existing PBX/ACD system?

Response: No, at this time there is not an existing statewide PBX/ACD system that is maintained by SCO.

12. **Reference:** SI RFP, Section V.C.8, Interactive Voice Response (IVR) Requirements.

Question: Should the SI bid telephony circuits?

Response: The SI should work with an IVR provider to determine the necessary hardware and software required to implement the IVR solution.

13. **Reference:** SI RFP, Section V.C.8, Interactive Voice Response (IVR) Requirements.

Question: What are the network security requirements for offsite application maintenance access?

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Response: Security requirements are outlined in Addendum 001, Section V.C.17. Security Requirements. The offsite application maintenance must meet these requirements.

14. **Reference:** SI RFP, Section V.C.8, Interactive Voice Response (IVR) Requirements.

Question: Are there any mandatory or desired physical location requirements regarding the IVR application maintenance support?

Response: No, the State is amenable to host or maintain the IVR physical solution components at DTS or at other proposed options. Currently, DTS may not have experience in this area.

15. **Reference:** SI RFP, Section V.C.13, Production Operation Requirements.

Question: There is not a proposal item associated with these core requirements. Is this an oversight or is this section not scored?

Response: Production Operation is a core requirement and is not scored.